

Survey script for calls ending with an agent:

1. Thank you for participating in this two-minute survey conducted by an independent organization. Your feedback will assist the US Census Bureau in evaluating the customer service provided during Census 2000. All responses are anonymous and confidential.
2. Before beginning our survey, I need to know if you are calling from a touch-tone phone. If so, press 5 now. If you are calling from a rotary dial phone, please wait a few seconds and I'll be back. (Go to voice recognition mode if 5 not detected.)
3. For the questions I ask, please respond by pressing the buttons on your telephone keypad. To repeat a question, press the star button. To skip a question, press 0.
4. You will be rating our customer service on a scale of 1 to 7 where 7 is always the best score and 1 is always the lowest score. You may also use any number in between to indicate your answers.

(pause-1 second)

5. Lets begin. An automated menu system answered your call today and gave you a list of options. Once you made your first menu selection, rate how well the information that followed fit your expectation for that selection, with 7 being exactly what you expected and 1 being not at all what you expected.
6. Rate how easy it was to move through the automated menu system with 7 being very easy and 1 being not at all easy.
7. Upon reaching the telephone agent and explaining the reason for your call, rate how quickly he or she understood your request with 7 being very quickly and 1 being not at quickly.
8. Rate the agent's level of interest in helping you with 7 being very interested in helping you and 1 being not at all interested.
9. Rate how much the information you received today will help you participate in Census 2000, with 7 being very helpful and 1 being not all helpful.
10. Thinking of the main reason you called today, rate the effectiveness of the agent in handling that particular issue with 7 being very effective and 1 being not at all effective.
11. Rate your overall satisfaction with your call today to the Census 2000 Assistance Center, with 7 being very satisfied and 1 being not at all satisfied.
12. Thank you for sharing your opinions with us regarding the service you received today. Goodbye.

Survey script for calls ending in the IVR:

1. Thank you for participating in this two-minute survey conducted by an independent organization. Your feedback will assist the US Census Bureau in evaluating the customer service provided during Census 2000.
2. Before beginning our survey, I need to know if you are calling from a touch-tone phone. If so, press 5 now. If you are calling from a rotary dial phone, please wait a few seconds and I'll be back. (Go to voice recognition mode if 5 not detected.)
3. For the questions I ask, please respond by pressing the buttons on your telephone keypad. To repeat a question, press the star button. To skip a question, press 0.
4. You will be rating our customer service on a scale of 1 to 7. Listen for the definition of how you are rating each question. 1 is always the lowest score on the scale and 7 is always the best score. You may also use any number in between to indicate your answers.

(pause-1 second)

5. Lets begin. An automated menu system answered your call today and gave you a list of options. Once you made your first menu selection, rate how well the information that followed fit your expectation for that selection, with 7 being exactly what you expected and 1 being not at all what you expected.
6. Rate how easy it was to move through the automated menu system with 7 being very easy and 1 being not at all easy.
7. Rate how much the information you received today will help you participate in Census 2000, with 7 being very helpful and 1 being not all helpful.
8. Thinking of the main reason you called today, rate the effectiveness of the automated system in handling that particular issue with 7 being very effective and 1 being not at all effective.
9. Rate your overall satisfaction with your call today to the Census 2000 Assistance Center, with 7 being very satisfied and 1 being not at all satisfied.
10. Thank you for sharing your opinions with us regarding the service you received today. Goodbye.